Linkage of Strategic Issues and Recommendations

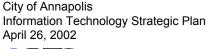**This table highlights the report's major recommendations, and their linkages to the strategic IT issues. Additional recommendations are presented throughout the remainder this chapter.**

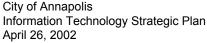| STRATEGIC IT ISSUES	KEY RECOMMENDATIONS
❶ What applications should the City invest in over the life of the IT Strategic Plan?	◆ Streamline delivery of municipal services to the community by replacing the finance system with a comprehensive municipal administration package that includes functionality for finance, budget, utility customer information, human resources, payroll, and permit management ◆ Consider investments in the following key areas not currently automated: • Document Management • Public Transportation Management • Work Management (including capital project management) • Recreation Management

Linkage of Strategic Issues and Recommendations

STRATEGIC IT ISSUES	KEY RECOMMENDATIONS
❷ What infrastructure investments are needed to support the City's key application priorities?	◆ Upgrade the enterprise computing platform based on the selection of the comprehensive municipal administration package ◆ Upgrade data and phone connectivity
❸ What are the appropriate IT funding and staffing levels to meet the City's needs?	◆ Increase the Person-Year-Equivalent (PYE) level for IT support from 5.7 to 8.0 ◆ Adequately fund the acquisition, implementation, and support of the necessary applications and technical infrastructure improvements ◆ Establish a formal help desk

Linkage of Strategic Issues and Recommendations

STRATEGIC IT ISSUES	KEY RECOMMENDATIONS
❹ **What IT organizational structure will best support the IT Strategic Plan?**	◆ **Shift service responsibilities of the current MIT Manager position from day-to-day operations to focus on management, IT leadership, vendor relationships, and strategic planning** ◆ **Form an Operations team within MIT focused on network services, server administration, help desk, PC support, and other IT infrastructure** ◆ **Form an Applications team within MIT focused on enterprise applications, Internet and e-Government services, and public safety applications**
❺ **How can the City best use IT to deliver services to the community?**	◆ **Develop a citizen e-services program offering the most requested municipal services to the community** ◆ **Make e-Government functionality a key component in selecting new applications** ◆ **Track citizen complaints and requests** ◆ **Ensure that the MIT team possesses appropriate Web skills**